

INDIAN OIL CORPORATION LIMITED



Centralized Online Post Retirement Medical Benefit Facility User Manual

Designed by Pipelines-Head Office

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Chapter 1: Steps to Login

e-Sambandh.....nurturing relations is a portal for superannuated employees of Indian Oil Corporation for Online PRMS reimbursement claim through Internet. The Internet site for accessing e-Sambandh software is <https://prms.indianoil.in>.

New User Registration

Type URL <https://prms.indianoil.in> in address bar of your browser. Login Screen will appear as:



Figure-1

Click on “[Create an Account](#)” hyperlink. New User Registration Screen will appear as shown in Figure-2. Enter the details in the New User registration form. Fields marked with * are mandatory. Password will be sent to your e-mail Id. In case you have not given your e-mail Id password will be displayed on the screen which may be noted for future use.

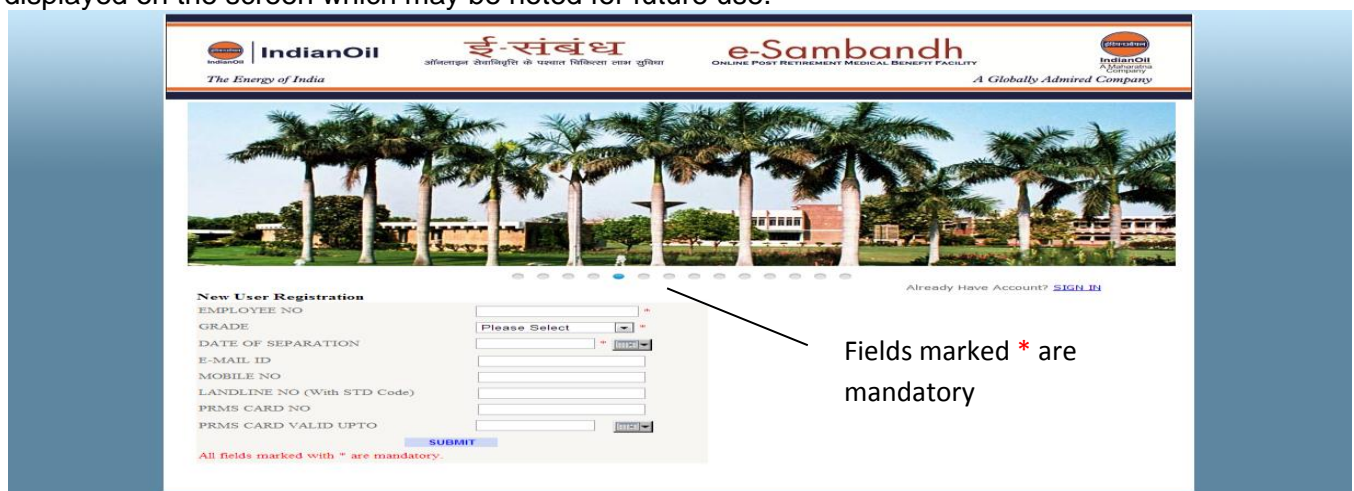
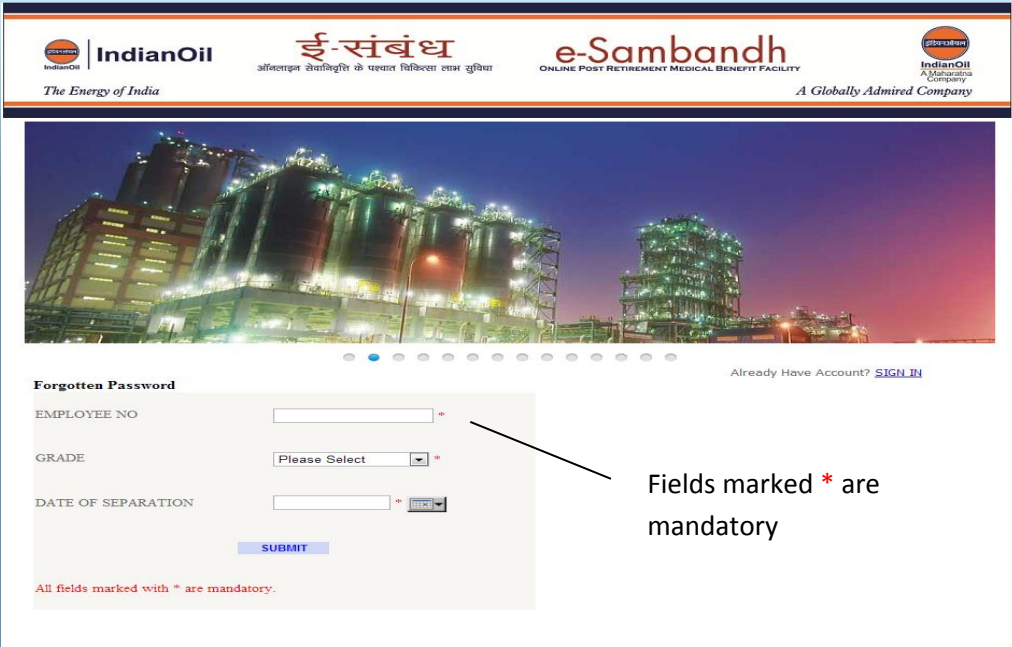


Figure-2

Forgot Password

In case you forgot password Click on “**Forgot Password**” to get a new password. ‘Forgotten Password’ screen will appear as shown in Figure-3. Fill the details for the generation of new password. Password generated will be sent to your e-mail id.



Forgotten Password

EMPLOYEE NO *

GRADE *

DATE OF SEPARATION *

All fields marked with * are mandatory.

Already Have Account? [SIGN IN](#)

Figure-3

Home Page after Login

After Login the main screen will appear as shown in figure-4.



Today: 19 November 2013

Welcome, **TEST** [Change Password](#) [LogOut](#)

[Home](#) [User Details](#) [PRMBF](#) [Get In Touch](#) [Information](#) [Media Centre](#)

Indian Oil Corporation Limited
(For Post-Retirement Medical Benefit Facility)

SELF: **TEST** SPOUSE: **ABC** SON: **PQR**
 DOB: 03-01-1950 DOB: 02-04-1992 DOB: 16-10-2012
 Emp No: 11111 Emp Name: **TEST** Date of Retirement: 31-01-2010
 Grade: **G** Card No: **PLHO464** Valid Upto: 31-Jan-2018
 Address: No address Details

** Indian Oil prays for your Good Health **

Figure-4

Chapter 2: Menu Items in Portal





1) Home

This menu item takes you to your home screen. User Details are displayed on this screen. For first time logon it is advisable to change your password and verify your bank details. The screen also shows updates of latest circulars and updates made in the portal.

2) User Details

This menu item contains submenus pertaining to change in self details, experience profile, reimbursement option from chronic to domiciliary or vice versa and changing Payment Office. The menu structure is as:

User Details

-  Self Details
-  Experience Profile
-  Reimbursement Option
-  Payment Unit

Self Details

In self Details Option you can change your contact details, bank details, address details, and dependent details. For details other than contact details you have to send required documents for proof to respective nodal officers.

Experience Profile

In experience Profile option you can update your experience profile which can be referred for future contracts/advice.

Reimbursement Option

You can change your reimbursement option from chronic to self-certification or vice versa in the month of April once in block year.



Payment Unit

You can change your payment office also but changes shall be entertained only between 1st April-30th April of beginning of block.




3) PRMBF

This menu item contains submenus for reimbursement of claims, payment status, Letter for hospitalization, view claims and also for viewing ledger. The menu structure is as:

PRMBF

-  Reimbursement Claim
-  Letter for Hospitalization



-  View Claims
-  View Ledger
-  Payment Status

Reimbursement Claim

This menu item contains various Claim Types under the scheme viz. Domiciliary Claim every six months (Self certification), Domiciliary Claim for Chronic Option, Miscellaneous Claims, Hospitalization Bill reimbursement, Biennial Health Checkup/Claim for Tests (above Rs 1500), Post Hosp. Follow Up/Treatment in certain Cases.

Letter for Hospitalization

Letter for Hospitalization menu item is for requesting letter of Hospitalization. It is mandatory to upload doctor's reference letter for making an online request

View Claims

On clicking this menu item All Claims of the Login user will be displayed along with its status.

View Ledger

The ledger can be viewed for financial years within the block year through this menu item





Payment Status

You can view status of your Payments by Clicking on Payment Status.

4) Get in Touch

This menu item contains submenus pertaining to raising a query, giving feedbacks, telephone directory Search and list of respective nodal officers. The menu structure is as:

Get in Touch

-  Post a Query
-  Feedback
-  Directory Search
-  Nodal Officers

Post a Query

You can post your queries choosing the department concerned and the type of query.

Feedback

We request to give your feedback so that we can improve our services and make the portal more user-friendly.

Directory Search

Telephone directory of all divisions is available under this menu item. Also directory for retired employees are available in which address and contact details are available of retired employees.

Nodal Officers

The menu item is for displaying nodal officers of respective reimbursement unit and the contact details are also displayed thereby. For any queries and issues contact your immediate nodal officer.







IndianOil

5) Information

This menu item contains submenus for information transfer. The menu structure is as:



Information

-  PRMBF Benefit Booklet
-  Circulars
-  Nominated Hospitals
-  Promotions

6) Media Center

This menu item contains submenus for latest journals of various divisions and Indian Oil Express news. The menu structure is as:

Media Centre

-  Indian Oil Express
-  Journals
 - Corporate Office
 - Marketing
 - Refineries
 - Pipelines
 - PLHO
 - WRPL
 - R & D

Chapter 3: User Details

Following self details can be changed by the employees Online:

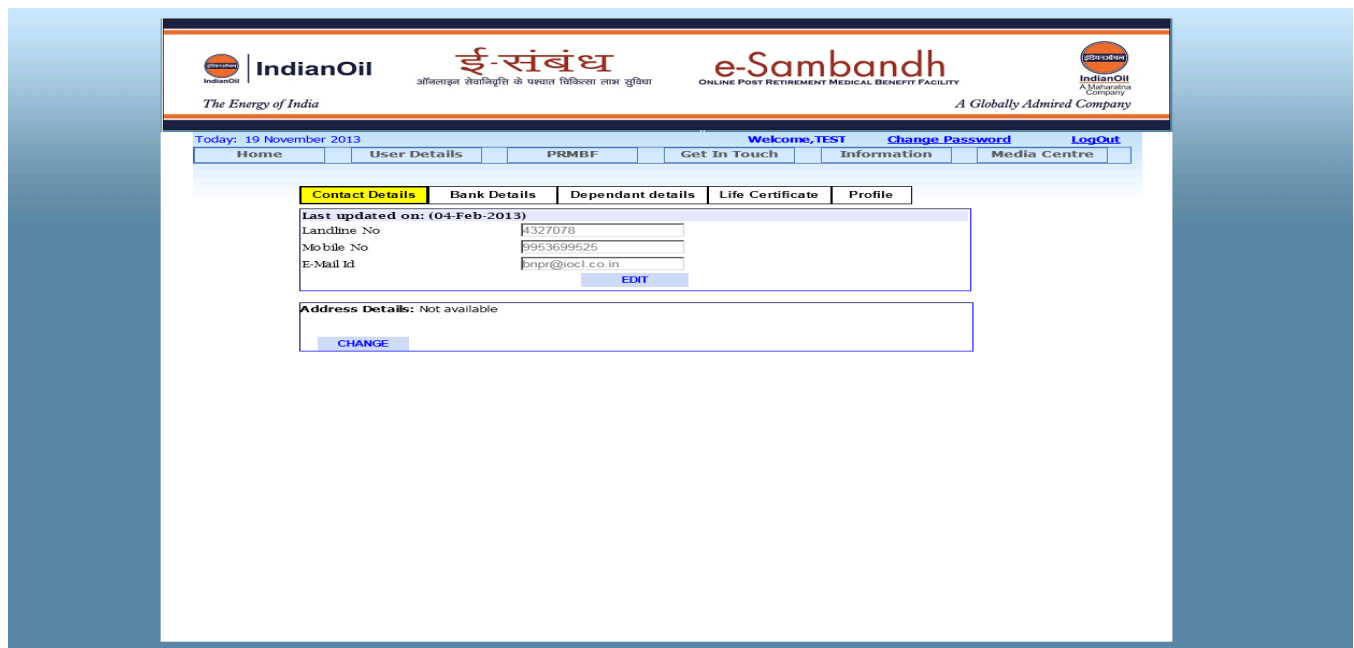
- i. Contact details like Residential address, mobile, telephone no. and e-mail id.
- ii. Bank details
- iii. Dependant details
- iv. Reimbursement Option – Domiciliary / Chronic
- v. Payment Office – PLHO, WRPL, ERPL

Request for changes by the employee will be affected by the concerned Payment offices after receipt of supporting documents wherever required.

Changing Self Details

Go to User Details menu item. Self Details can be changed by clicking Self Details in User Details menu. You can fill and update experience profile for further references. Reimbursement option is chosen by clicking "Reimbursement Options". You can also change your payment office as desired by clicking "Payment Office".

On Clicking Self Details screen shown in figure 10 will appear. You can edit personal details in the above form. For changes in Bank Details, address details, reimbursement unit You are requested to upload a copy of cancelled cheque or first page of bank passbook.



The screenshot displays the IndianOil e-Sambandh portal. At the top, there are logos for IndianOil and e-Sambandh, along with the text 'e-Sambandh ONLINE POST RETIREMENT MEDICAL BENEFIT FACILITY'. Below the logos, a navigation bar includes links like 'Home', 'User Details', 'PRMBF', 'Get In Touch', 'Information', 'Media Centre', 'Welcome, TEST', 'Change Password', and 'LogOut'. The 'User Details' section is active, showing a sub-menu with 'Contact Details', 'Bank Details', 'Dependant details', 'Life Certificate', and 'Profile'. The 'Contact Details' form is displayed, showing fields for 'Landline No', 'Mobile No', and 'E-Mail Id'. The 'Landline No' field contains '4327078', 'Mobile No' contains '9953699525', and 'E-Mail Id' contains 'pnpr@ioc1.co.in'. There is an 'EDIT' button next to the form. Below the form, there is a section for 'Address Details' with the text 'Not available' and a 'CHANGE' button.

Figure-5

Changing Reimbursement Option

You can change reimbursement option by clicking on reimbursement option in User Detail Menu Screen. Reimbursement Option can only be changed between 1st to 30th April of beginning of block year.



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The Energy of India

ई-संबंध
ऑनलाइन सेवानिवृत्ति के पश्चात चिकित्सा लाभ सुविधा

e-Sambandh
ONLINE POST RETIREMENT MEDICAL BENEFIT FACILITY

**IndianOil**
A Maharatna Company
A Globally Admired Company

Today: 20 November 2013

[Home](#) | [User Details](#) | [PRMBF](#) | [Get In Touch](#) | [Information](#) | [Media Centre](#)

[Hi, TEST](#) | [Change Password](#) | [LogOut](#)

(Request for Option Change is allowed only between 01st -30th Apr of beginning of Block Year)

YOUR OPTION : CHRONIC

Disease under option CHRONIC ▾

[CHANGE OPTION](#)

Figure-6

Chapter 4: PRMBF

Reimbursement Claim

Retired employees can make the following type of medical reimbursement claims through software:

- Domiciliary Claim every six months (Self certification)
 - Domiciliary Claim for Chronic Option
 - Miscellaneous Claims
 - Hospitalization Bill reimbursement
 - Biennial Health Checkup/Claim for Tests(above Rs 1500)
 - Post Hosp. Follow Up/Treatment in certain Cases
-
- In case of Domiciliary Claim every six months (Self certification) and Miscellaneous Claims **no documents** are required to be send as the claim is on self certification basis.
 - In case of Domiciliary Claim for Chronic Option, Hospitalization Bill reimbursement, Biennial Health Checkup/Claim for Tests(above Rs 1500), Post Hosp. Follow Up/Treatment in certain Cases after submission of the claim a reference no. will be generated this should be written on top of the 1st page of the supporting documents and sent to respective payment unit.
 - Finance dept. of the respective reimbursing unit will process the claim. Payment will be made through ECS or Demand Draft based on the option chosen by the employee.

Making a claim:

1. Go to PRMBF menu item. Click on Reimbursement Claim. Claim Types screen will appear as shown in Figure-5.



Figure-7

2. Select the claim you want to reimburse and click on Submit Button.

Making a Domiciliary Claim (Self Certification)

You can request for domiciliary claim (self certification) every six month if you have opted for Domiciliary Claims (Self Certification) every six month.

1. Select Domiciliary Claim (Self Certification) from Reimbursement Claim Screen as shown:



Figure 8

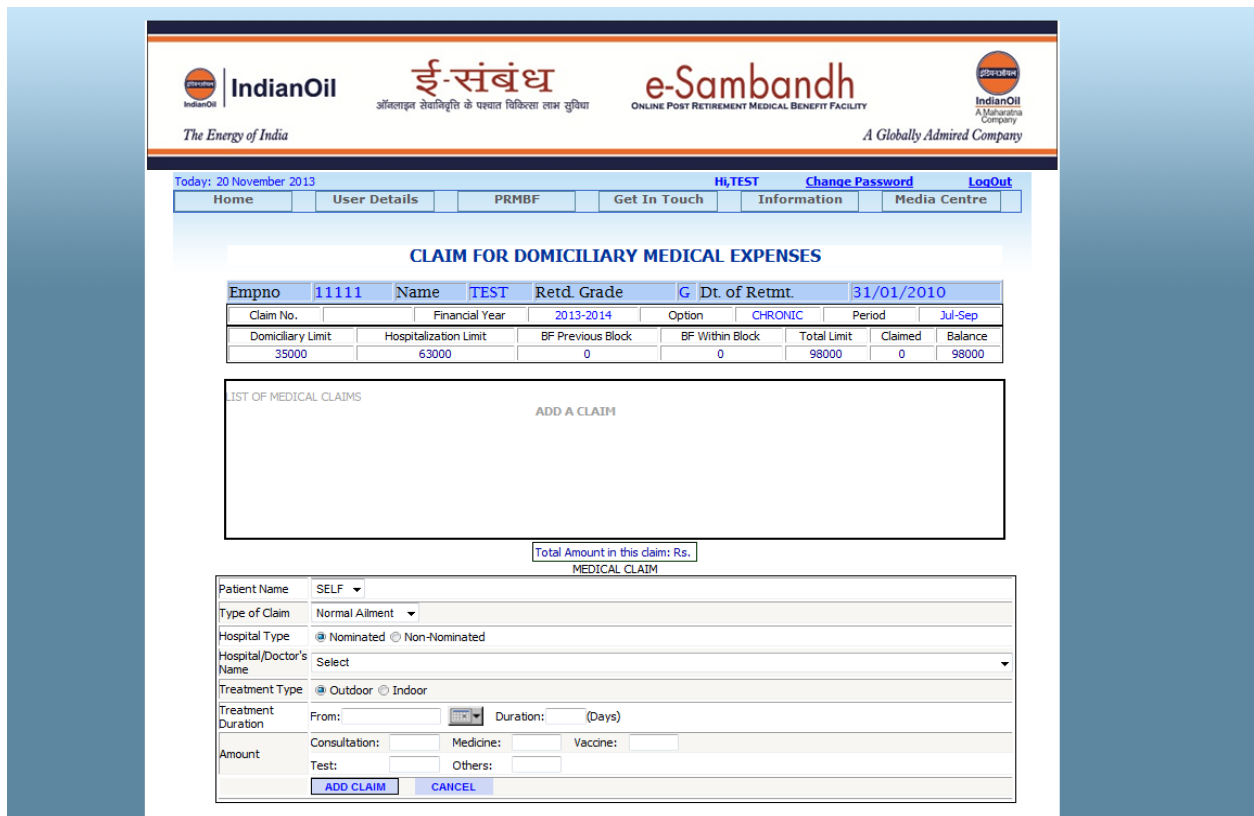
2. Click on Submit Button after selecting Financial Year for which claim is to be made. On clicking Submit button, you are asked to choose the period for the claim. Reference ID will be generated once you click on apply and claim is posted Successfully. There is no need to send Hard Copies as the claim is on self certification basis.



Figure-9

Making a Domiciliary Claim (Chronic Ailments Option)

1. Select Domiciliary Claim (Chronic Ailments Option) from Reimbursement Claim Screen.
2. Select the period and financial Year. Click on the submit Button. A form screen will appear as shown.



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ONLINE POST RETIREMENT MEDICAL BENEFIT FACILITY
The Energy of India A Globally Admired Company

Today: 20 November 2013 [Hi,TEST](#) [Change Password](#) [LogOut](#)

[Home](#) [User Details](#) [PRMBF](#) [Get In Touch](#) [Information](#) [Media Centre](#)

CLAIM FOR DOMICILIARY MEDICAL EXPENSES

Empno	11111	Name	TEST	Retd. Grade	G	Dt. of Retmt.	31/01/2010
Claim No.		Financial Year	2013-2014	Option	CHRONIC	Period	Jul-Sep
Domiciliary Limit	35000	Hospitalization Limit	63000	BF Previous Block	0	BF Within Block	0
Total Limit	98000	Claimed	0	Balance	98000		

LIST OF MEDICAL CLAIMS

[ADD A CLAIM](#)

Total Amount in this claim: Rs.

MEDICAL CLAIM

Patient Name: SELF

Type of Claim: Normal Ailment

Hospital Type: ☒ Nominated ☐ Non-Nominated

Hospital/Doctor's Name: Select

Treatment Type: ☒ Outdoor ☐ Indoor

Treatment Duration: From: To: Duration: (Days)

Amount: Consultation: Medicine: Vaccine:
Test: Others:

[ADD CLAIM](#) [CANCEL](#)

Figure-10

3. Fill up the form and submit . Claim Id will generate on successful submission. Write this claim Id on top of envelope and send the hard copies of document to Finance Department to respective payment unit.

4. As per revised guidelines, claims under “Chronic” option can be submitted for reimbursement, once at the end of each quarter. However, if the claim amount exceeds Rs.10, 000/- (cumulatively) even before the end of quarter, the same can be claimed immediately without waiting for the end of quarter.

Making a Miscellaneous Claim

1. Select Miscellaneous Claim Option from Reimbursement Claim Screen. Form Screen will appear
 2. Tick the desired Options and Submit. Claim Id will generate on successful submission. There is no need to send Hard Copies as the claim is on self certification basis.
- Similarly other claims can be made

Letter for Hospitalization:

The portal also provides facility for requesting letter for hospitalization. Click on “Letter on Hospitalization” in PRMBF Menu. Screen as shown in Figure-7 will be displayed.



Today: 20 November 2013

Welcome, TEST Change Password LogOut

Home User Details PRMBF Get In Touch Information Media Centre

Reference Letter for Indoor Treatment

Please issue a Reference Letter for Indoor Treatment with the following details:-

Patient's Name: SELF
 Relationship with employee: SELF
 Hospital Name: Ahmedabad, KANTILAL MOTILAL HOSPITAL
 Hospital Address: KANTILAL MOTILAL HOSPITAL, NEAR SAIBAUG RAILWAY UNDER BRIDGE, OPP. NAGPAL HOSPITAL, KEMP ROAD, Ahmedabad, GJ
 Disease/ Problem Description: xyz
 Date of issuance: 18-Nov-2013

Scanned copy of letter by Doctor (.pdf, .jpg, .doc, .docx) [Browse...]

SUBMIT REQUEST CLEAR

Error: Specified argument was out of the range of valid values. Parameter name: index

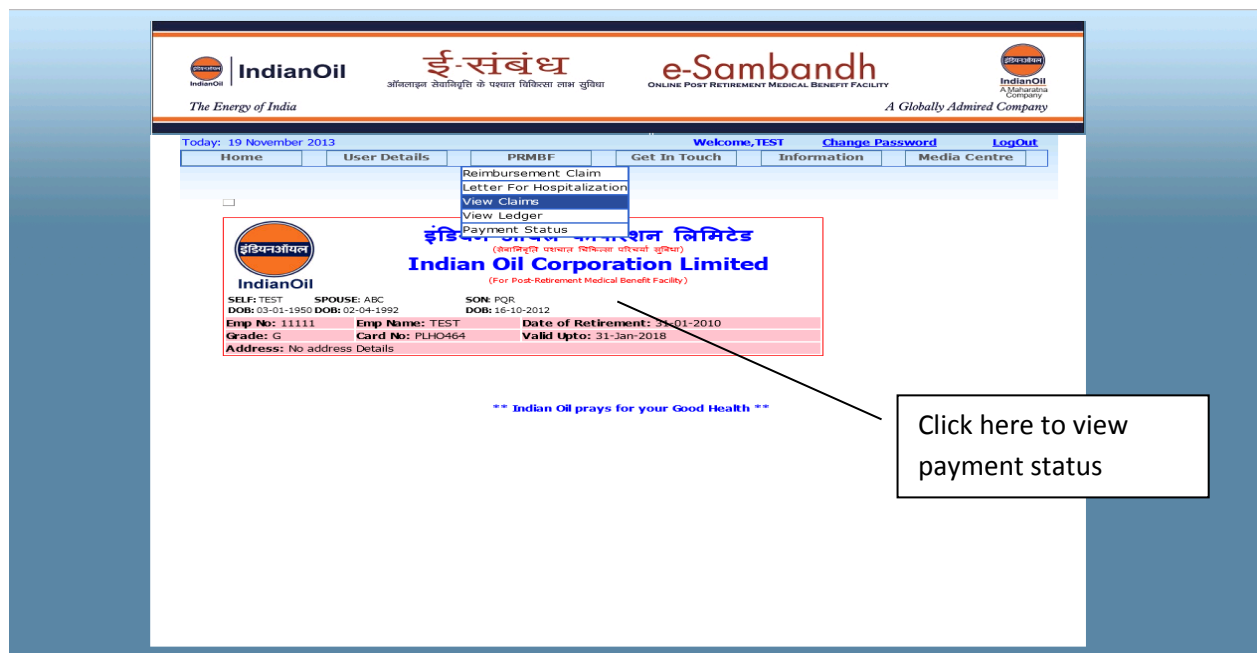
REF ID	REQ DT	STATUS
REF011111001	20-Nov-2013	Pending

Figure-11

It is mandatory to attach a reference letter from doctor.

Viewing Medical Claims and Payment Status.

Click on View Claims of PRMBF menu to view all the claims you have made. You can also check Payment Status by clicking on "Payment Status" in PRMBF menu.



Today: 19 November 2013

Welcome, TEST Change Password LogOut

Home User Details PRMBF Get In Touch Information Media Centre

Reimbursement Claim
 Letter For Hospitalization
 View Claims
 View Ledger
 Payment Status

Indian Oil Corporation Limited
 (For Post-Retirement Medical Benefit Facility)

SELF: TEST SPOUSE: ABC SON: PQR
 DOB: 03-01-1950 DOB: 02-04-1992 DOB: 16-10-2012
 Emp No: 11111 Emp Name: TEST Date of Retirement: 31-01-2010
 Grade: G Card No: PUHQ464 Valid Upto: 31-Jan-2018
 Address: No address Details

** Indian Oil prays for your Good Health **

Click here to view payment status

Figure-12

Chapter 5: Get In Touch

An online support system has been provided with the system through which retired employees can post the messages. The reply to the messages will be given by the respective nodal officers in HR Dept. Employee can also view the history of messages posted. To access online support system go to “Get In Touch” Menu Item.

Post a Query

To raise a query click on post your query. A screen will appear as shown:



Figure-13

Contact your nodal officers

For further queries or suggestions You can contact your nodal officers. On clicking nodal officers the list of nodal officers will be displayed as shown in Figure 15

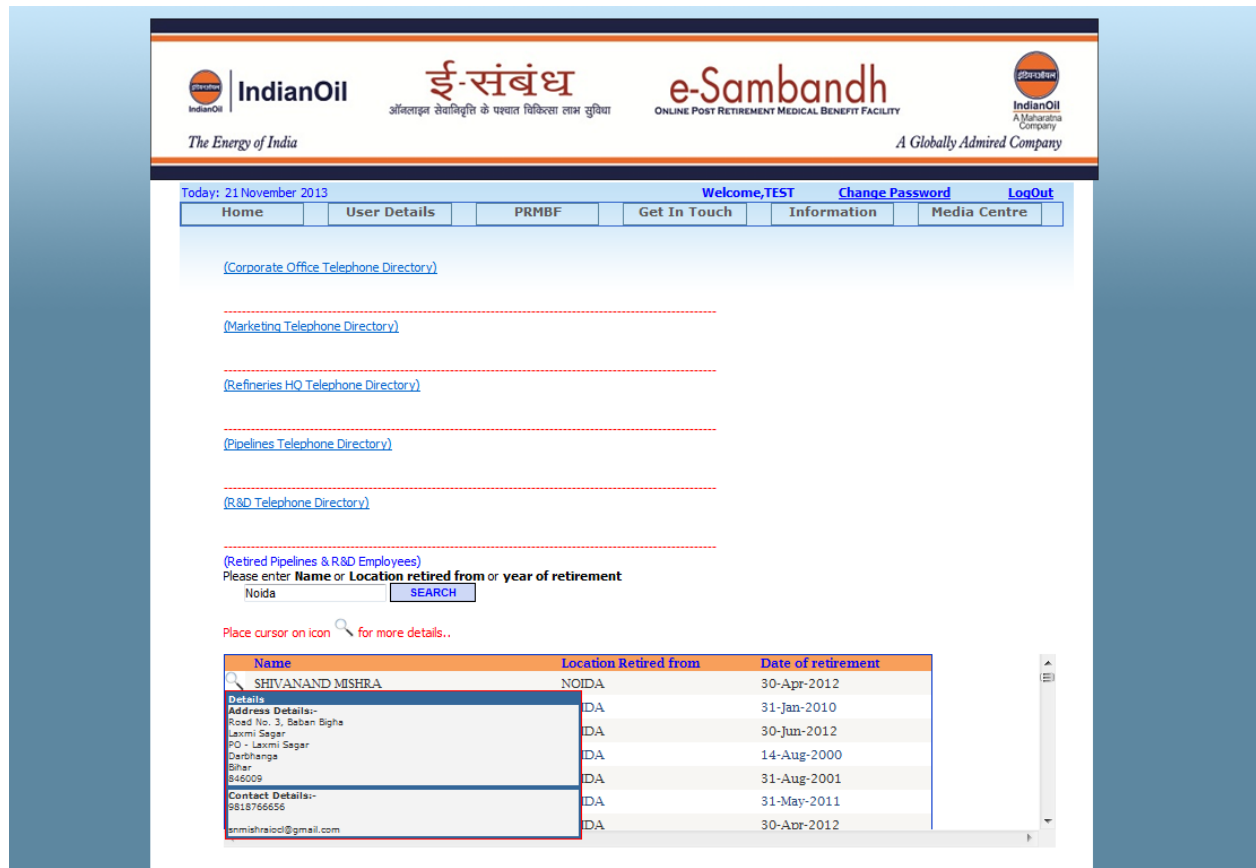


NAME	DESIG	UNIT	EMAIL ID	CONTACT NO
TAMALI DEY	HRO	PLHO	deytamali@ioc1.co.in	0120-2448214
N K Sachdeva	FM	PLHO	sachdevank@ioc1.co.in	0120-2448345
Y ARCHANA	HRM	PLHO	archanay@ioc1.co.in	0120-2448220

Figure-14

Telephone Directory Facility

The portal also provides directory of respective divisions. Also an all time updated directory of retired employees is also provided to 'Stay in Touch'. To access Telephone Directory click on Telephone Directory in 'Get in Touch' Menu. Screen will appear as shown:



Today: 21 November 2013 Welcome, TEST [Change Password](#) [LogOut](#)

[Home](#) [User Details](#) [PRMBF](#) [Get In Touch](#) [Information](#) [Media Centre](#)

[\(Corporate Office Telephone Directory\)](#)


[\(Marketing Telephone Directory\)](#)

[\(Refineries HQ Telephone Directory\)](#)

[\(Pipelines Telephone Directory\)](#)

[\(R&D Telephone Directory\)](#)


[\(Retired Pipelines & R&D Employees\)](#)
Please enter **Name** or **Location retired from** or **year of retirement**
Noida [SEARCH](#)

Place cursor on icon  for more details..

Name	Location Retired from	Date of retirement
SHIVANAND MISHRA	NOIDA	30-Apr-2012
Details		
Address Details:-	IDA	31-Jan-2010
Road No. 3, Baban Bigha	IDA	30-Jun-2012
Laxmi Sagar	IDA	14-Aug-2000
PO - Laxmi Sagar	IDA	31-Aug-2001
Darbhanga	IDA	31-May-2011
Silari	IDA	30-Apr-2012
846009		
Contact Details:-		
9818766656		
snmishraoil@gmail.com		

Figure-15

To see details of a particular superannuated employee just type name or location or year of

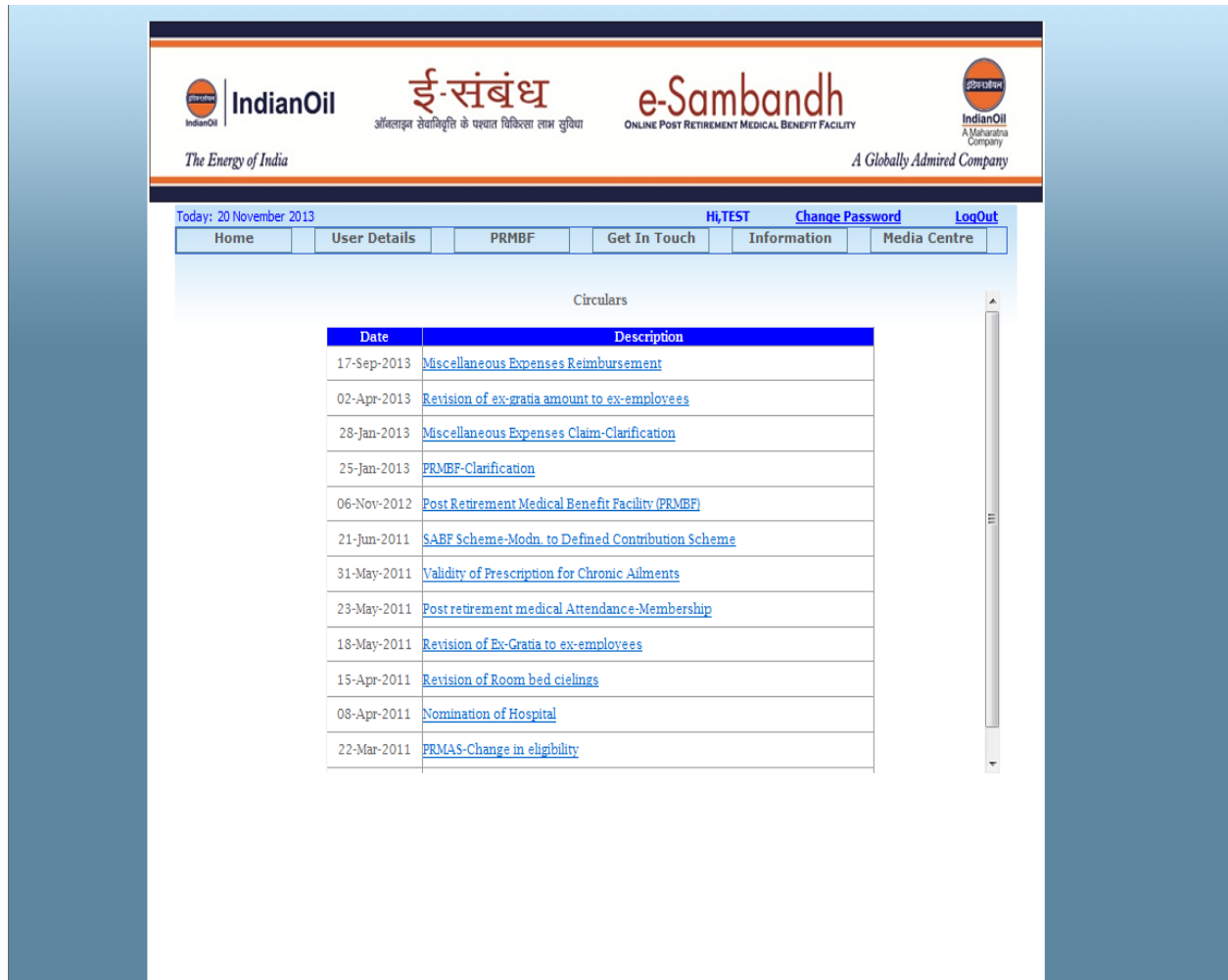
retirement and click on search button. Place Cursor on  to view address and contact details of employee searched (currently this facility is available for pipelines and R&D retired employees)

We request you to give your **Feedback** about the portal so that we can improve our services and thereby making the portal more user-friendly

Chapter 6: Information

Various information concerning PRMBF Benefit Booklet, Promotions, Circulars and a list of Nominated Hospitals is also provided in the portal. The User can access them by clicking on respective submenu items in Information menu.

For e.g if you wish to see latest circulars just select on circular option in menu screen.



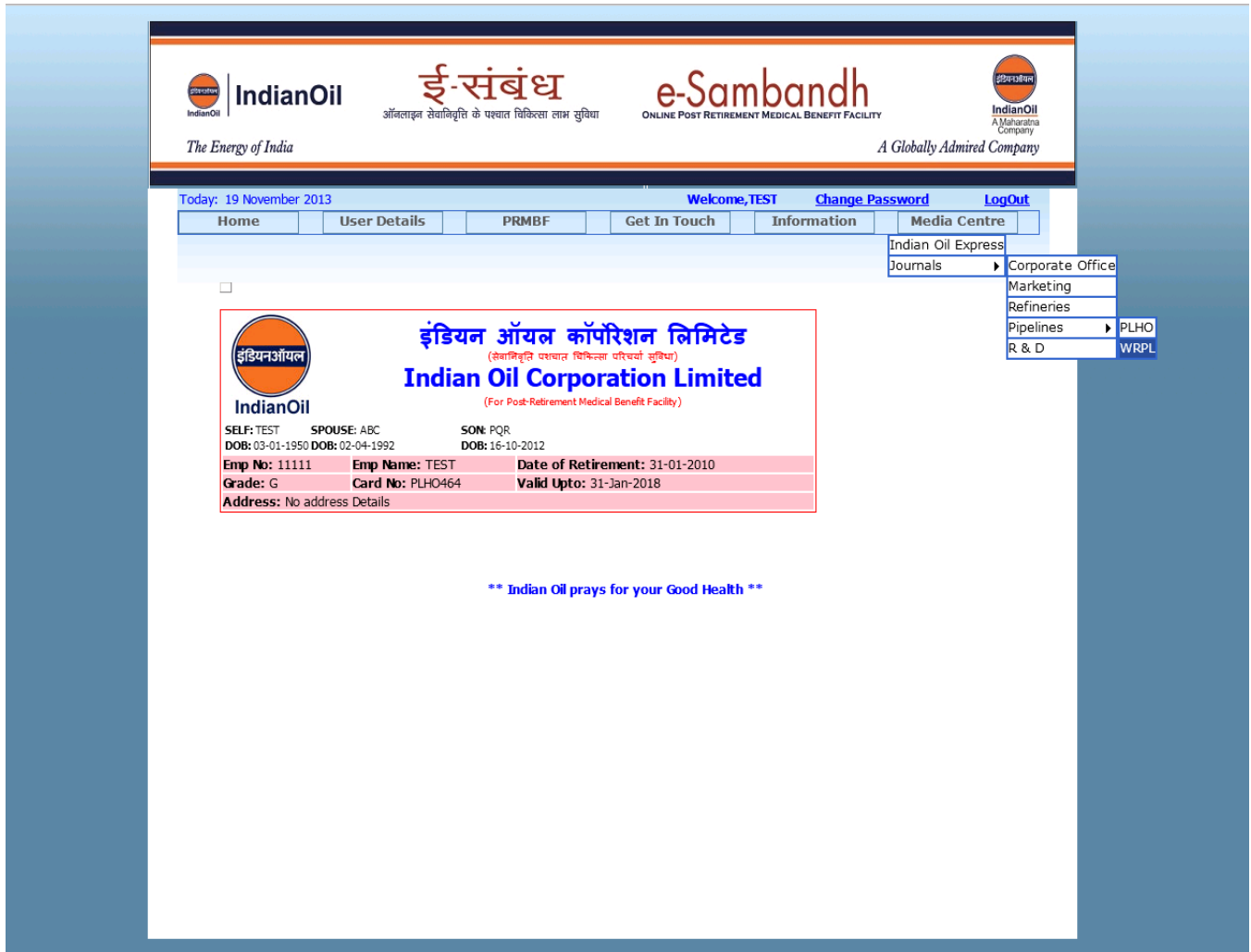
Date	Description
17-Sep-2013	Miscellaneous Expenses Reimbursement
02-Apr-2013	Revision of ex-gratia amount to ex-employees
28-Jan-2013	Miscellaneous Expenses Claim-Clarification
25-Jan-2013	PRMBF-Clarification
06-Nov-2012	Post Retirement Medical Benefit Facility (PRMBF)
21-Jun-2011	SABF Scheme-Modn. to Defined Contribution Scheme
31-May-2011	Validity of Prescription for Chronic Ailments
23-May-2011	Post retirement medical Attendance-Membership
18-May-2011	Revision of Ex-Gratia to ex-employees
15-Apr-2011	Revision of Room bed ceilings
08-Apr-2011	Nomination of Hospital
22-Mar-2011	PRMAS-Change in eligibility

Figure-16

The PRMBF Benefit Booklet contains detailed Scheme for Providing Post-Retirement Medical Benefit Facility (PRMBF) to superannuated employees of Indian Oil Corporation Ltd. It describes the eligibility criteria, entitlements of various grades and detailed description of claims that are covered by the PRMBF Scheme

Chapter 7: Media Centre

To facilitate continuous knowledge sharing and giving a glimpse of activities that are going inside the various divisions, Division wise journals are provided in Media Centre.



The screenshot displays the IndianOil e-Sambandh portal. The header includes the IndianOil logo, the text 'ई-संबंध' (e-Sambandh), and 'e-Sambandh ONLINE POST RETIREMENT MEDICAL BENEFIT FACILITY'. Below the header, there is a navigation bar with links: Home, User Details, PRMBF, Get In Touch, Information, and Media Centre. The Media Centre dropdown menu is open, showing options: Indian Oil Express, Journals, Corporate Office, Marketing, Refineries, Pipelines, and R & D. The Pipelines option is highlighted with a sub-menu showing PLHO and WRPL. The main content area displays the Indian Oil Corporation Limited logo and name in Hindi and English, along with employee details for TEST (Emp No: 11111, Grade: G, Card No: PLHO464, Valid Upto: 31-Jan-2018). The footer includes the text '** Indian Oil prays for your Good Health **'.

Figure-17

Periodicals and magazines of various divisions are kept up to date.

Chapter 8: Some Do's and Don'ts

- ✚ Never Share your Password to anybody.
- ✚ In case of any changes in Personal Details like Reimbursement Option, Payment Unit, changes in Bank Details, address etc. it is requested to kindly update the same in portal and send the hard copies of required documents where required to respective nodal officers. Pl note in case hard copies are not received, no changes will be accepted in the portal.
- ✚ It is mandatory to submit your Life Certificate in the month of April every year in order to avail Online Post Retirement Medical Benefit Facility. The portal provides the facility to upload the Life Certificate
- ✚ For Domiciliary claims (Self Certification) and Miscellaneous Claims there is no need to send any hard copies.
- ✚ In case of reimbursement through chronic option, the necessary documents in original may please be submitted to respective Finance Department mentioning the claim ID on top of the Claim Form.
- ✚ Please update your contact details like Landline no, Mobile No., e-mail ID in the portal for latest updates. Only if the mobile number and email id updated will you receive the payment alerts.

The portal is a comprehensive package for providing online post retirement medical benefit facility to the superannuated employees of Indian Oil Corporation. We strive to give best services to our users. Your feedback will be valuable to us. For further queries contact your respective nodal officers.

